



City of Austin - JOB DESCRIPTION



Animal Services Program Manager

FLSA:	Standard/Exempt	EEO Category:	(20) Professionals
Class Code:	10561	Salary Grade:	JB9
Approved:	October 01, 2001	Last Revised:	February 26, 2009

Purpose:

Manage, and promote services and programs for the Animal Services Unit

Duties, Functions and Responsibilities:

Essential duties and functions, pursuant to the Americans with Disabilities Act, may include the following. Other related duties may be assigned.

1. Manage and coordinate day-to-day operations of assigned program area(s).
2. Assist in the development of the annual budget and monitor expenditures/revenue in respective program area(s).
3. Develop performance measures for assigned program area(s) and monitor progress toward goal.
4. Serve on Animal Services Division management team.
5. Provide leadership to resolve disputes and mediate complaints at the lowest possible level.
6. Resolve customer complaints.
7. Coordinate activities with other organizations, community groups, and citizens.
8. Develop and write policies for Assistant Director's approval which may involve providing leadership in policy development and decision-making.
9. Perform special projects for Assistant Director.
10. Determine final disposition of animals.
11. Assist in the euthanasia of animals identified by veterinarians, management, supervisors and/or senior veterinary technicians with understanding and compassion for the animal.

Responsibilities - Supervisor and/or Leadership Exercised:

- Responsible for the full range of supervisory activities including selection, training, evaluation, counseling, and recommendation for dismissal.

Knowledge, Skills, and Abilities:

Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Knowledge of federal, state and local laws pertaining to animals.
- Knowledge of laws and standards/practices/procedures pertaining to rabies and animal control.
- Knowledge of animal services and related programs.
- Skill in communication effectively with the public, media, animal welfare organizations and co-workers.
- Skill in effective oral and written communication.
- Skill in resolving problems or situations requiring the exercise of good judgement.
- Skill in prioritizing work assignments and directing the accomplishment of
- Adhere to disease management and safety protocols

Minimum Qualifications:

- Graduation from an accredited four-year college or university plus four (4) years of experience in a related field, two (2) years of which were in a lead or supervisory capacity.
- Any combination of education and experience may substitute

Licenses and Certifications Required:

- Valid Texas Class C Drivers License.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.